IP Office (R3.0)

44/46/64xx & TransTalk MDW 9040 User's Guide

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The 44/4600 and 6400 Telephones

Introduction

This guide covers the use of most 4400, 4600 and 6400 series telephones, running in Key and Lamp mode, on Avaya IP Office telephone systems operating with Level 3.0 software.

Note: The 2420 and 4620 have their own separate users guides.

This guide assumes that the phone you are using has its default settings. Be aware that the System Administrator can reprogram the system and/or individual extensions to offer different sets of features. If in doubt please contact your System Administrator.

Default Buttons

Each phone is configured by default with 3 Call Appearance buttons. These buttons are located on the top 3 buttons of the leftmost column. They are used to make and receive calls. See Call Appearance Keys on page 5.

DSS Keys

This guide details accessing many functions by pressing **Menu** . Many of these functions can be assigned to the DSS keys on your phone. See DSS Key Functions on page 25.

Note that the 4406D+, 4606D+ sets do not have the **Menu** button. For these sets, a user can either have a button programmed through the manager (contact your System Administrator) or by using the short codes. When using these sets, use short codes. This operation is described beginning in System Features on page 32.

4450 DSS Module

Some phones have a DSS port which allows the number of DSS keys available to can be increased by the addition of a DSS module. The 4450 DSS module is available for use with both the 4412D+ and 4424D+ sets. When using the 4450, ensure that the power supply must be connected to the phone. The 4450 DSS module enhances functionality by providing an array of buttons that can be used to track Extensions, Users or Park fields, or be programmed for other functions that help the user to handle calls more efficiently. See DSS Key Functions on page 25.

System & User Short Codes

The system has a wide range of features that are triggered by dialing a particular sequence. These short codes can be system-wide or specific to an individual user. For details of the short codes available to you contact your System Administrator. For details of the normal default short codes see Default Speed Dial and Feature Codes on page 35.

TransTalk MDW 9040

The TransTalk MDW 9040 set is a wireless set that can be used with the system. It is plugged in to a DS port on either the base Control Unit or a DS expansion module. When using the set, the user must configure it to work with the system, by defining the button map to be used. This can be done by going to the set and pressing the Menu button, then using the arrow button to select Configuration, then Button Map and then selecting Merlin Magix.

Although the TransTalk MDW 9040 has a **Menu** button, this button is local to the set and is used for features local to the set. For this reason, when using this set, a System Administrator must program the buttons for the user. See DSS Key Functions on page 25.

Features can also be accessed on these sets via shortcodes. For details of the normal default short codes see Default Speed Dial and Feature Codes on page 35.

Call Appearance Keys

Each phone is configured by default with 3 Call Appearance keys.

Your System Administrator can change a call appearance key with:

A Bridged Appearance

A bridged appearance key matches the status and operation of the Call Appearance Key on a pre-defined colleague's telephone. Hence, you can pick-up, make and receive calls on behalf of your colleague.

A Line Appearance

An IP Office exchange line (but not IP lines) can be allocated to you such that the status of that line is displayed and you can use the line appearance key to make and receive calls.

Call Coverage Appearance

A call coverage appearance key alerts you when a pre-defined colleague is receiving a call. The covered user does not need to be using call appearance keys. Hence, you can pick-up calls on behalf of your colleague.

All of the above can only be allocated to you by your System Administrator. For details of Bridged, Line and Call Coverage Appearance Keys set-up and their operation, refer the *IP Office Key and Lamp Operation* manual.

CAUTIONS:

1. Having **more than two** Call Appearance keys is very useful. When holding a call you can answer/make another call and then switch between calls or transfer or conference. If you are set to receive *call waiting* indication, the waiting call is shown against the next call appearance key.
2. Although the System Administrator can replace the Call Appearance Keys with:
   - A Bridged Appearance
   - A Line Appearance
   - Call Coverage Appearance
   - System Features

   This would severely restrict the use of features such as conference and transfer.

It is for these reasons that it is **strongly recommended** that all Call Appearance keys **remain at their default settings.**

Phone Key Symbols

Your phone may use either text or icon markings for some keys.

- **Spkr:**
  The light above the key is lit when working handsfree.
  See Handsfree Operation on page 14
- **Mute:**
  The light above the key is lit or blinking when using mute.
  See Mute a Call on page 14.
- **Hold:**
  See Holding Calls on page 19.
- **Redial:**
  See Redial on page 9.
- **Trnsfr:**
  See Transfer a Call on page 19.
- **Conf:**
  See Conference Calls on page 15.
- **Message Indica tor:**
  See Answering a Message Indicator on page 12.
- **Menu:**
  Used to access features and functions.
  (Not available on the 4406D+, 4606D+ and TransTalk MDW 9040).
- ◆ The two keys are used to make display selections and data entry.
  (Not available on the 4406D+, 4606D+ and TransTalk MDW 9040).
- **Exit:**
  Use this key to exit the administration menus and return to normal phone operation.
  (Not available on the 4406D+, 4606D+ and TransTalk MDW 9040).

The Display

B	**Phone locked:** Internal calls only, see Lock/Unlock the Phone on page 23.
D	**Call Forwarding On:** See Call Forwarding on page 16.
G	**In Group:**
H	**Held Call:** Shows the number of held calls, see Holding Calls on page 19.
N	**Do Not Disturb On:** See Send All Calls (Do Not Disturb) on page 17.
P	**Parked Calls:** Shows the number of parked calls, see Parking Calls on page 18.
O	**Out of Hours:** Shows when one or more of the Hunt Groups that the user is a member of is in 'Out-of-hours' mode.
U	**Unavailable:** This is displayed on the calling station when the called station has Do Not Disturb activated, but is not being covered by Voicemail.
V	**Voicemail:** This is displayed on the calling station when the called station has Do Not Disturb activated, but is being covered by Voicemail.
01	**Calls in Call History:** See Display the Call History on page 14.
DISC	**Disconnected:** Press **Spkr** to end the call.
CONN	**Connected:** You are on a call.
CONF	**Conference Call:** You are part of a conference call, see Conference Calls on page 15. This is displayed on the left hand side of the display
PAGE	**Page Call:** See Answering a Page Call on page 12.
	Time & Date: See Display the Date and Time on page 20.
	Timer: See Call Timer on page 20.
▼	Indicates that the displayed item is the currently selected item.

- Pressing **Menu** gives access to up to 12 softkey functions. Use ◀ and ▶ to show the functions and press the display key beneath an option to select it.
- Pressing **Menu** twice gives access to additional functions.

See DSS Key Functions on page 25.

Making Calls

Make a Call

All phones in these series have a handsfree speaker so that you can dial and hear the call progress without having to pickup the handset.

On some models this facility is only one-way so you must use the handset to be heard once the call is connected.

To make a call:

1. Dial the number you require.
   - If **ENTER ACCOUNT** appears then you are required to enter an account code before making calls, see Account Codes on page 13
2. When answered either pickup the handset or, if your phone supports it, continue handsfree, see Handsfree Operation on page 14.
3. To end the call either put down the handset or if working handsfree press **Spkr**.

Using the Directory

The phone can display a directory of group names, extension names or directory names from which you can select and then dial. This feature is not supported on phones without **Menu** and ◀▶ keys.

Note: This feature can work in two modes, Classic or Dial Name mode (the default). Contact your System Administrator if unsure which mode your telephone system uses.

To use the Directory:

1. Press **Menu** and select **Dir** (this feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.
   - Alternatively, press **Menu** twice. Press ▶ and then select **Dir**.
2. Select from **INDeX** (internal extensions), **Group** (hunt groups) or **Extrn** (numbers in the IP Office directory).
3. The next steps depend on which mode of working your system is using:

   Dial Name Mode

   a. Using the letter keys, start dialing the name that you want, e.g. for names starting with ***John*** dial ***5646***. Ignore any spaces in the name.

   b. The display will show the first match to the letters entered so far. Either enter further letters or:
      - Press the ◀ and ▶ keys on either side of the current name to display the other matches found so far.
      - If **NO MATCH** is displayed press ◀ to go back to the previous step.

   c. When the name you want is shown select **Call**.

   d. If you cannot find the name you want press **Exit** twice.

   Classic Mode

   a. Press the dialpad button that matches the first letter of the name you want. For example, to select ***L*** press the **5** key three times.

   b. Use the ◀ and ▶ keys to move through the matching entries. You can press another key on the dialing pad to select a different first letter.

   c. When the name you want is shown select **Call**.

   d. If you cannot find the name you want press **Exit** twice.

Redial

The phone stores a record of the numbers that you have dialed. You can display and select a number from that record.

4406D+, 4606D+ and TransTalk MDW 9040 sets can use redial. When the button is pressed, the last number that was dialed is used.

To redial a number dialed:

1. Press **Redial**.
2. The display shows numbers that you have recently dialed.
3. Use the ◀ and ▶ keys to move through the stored numbers.
4. Press the key below a number to redial it or press **Exit** to leave the display without making a call.

Make a Page Call

You can make page calls to any extension or group of extensions that have suitable handsfree speakers. You call is only heard by those extension that are free.

4406D+ users can make a page call via the shortcodes. Contact your system Administrator for the appropriate code.

TransTalk MDW 9040 users can make Page Calls, but cannot receive them.

To make a page call:

1. Press **Menu** twice.
2. Select **Call**.
3. Enter the extension or group number (use the top-left display key to backspace).
4. Select **Page**.

Leave a Message

When you call another extension that doesn't answer you can leave them a message indication. Depending on the type of their phone, they may have a message indicator lamp, which lights (stations that do not have the **Menu** button and softkeys do not light). If their phone has a display it may also display your name and number for a return call.

On your phone the ✉ lamp indicates when you have messages, see Answering a Message Indicator on page 12.

To send a message indication:

1. Press **Menu** twice.
2. Select **Call**.
3. Enter the extension number (use the top-left display key to backspace).
4. Select **Message**.
5. Press **Exit**.

Arrange a Callback

If an extension is busy, or does not answer when you call you can arrange a callback rather than leave a message. With a callback set, after that extension is next used you phone will ring and when you answer the extension is rung.

To set a callback during a call:

1. If when you make a call you are not answered or the station is busy, press **Menu**.
2. Using the ◂ and ▸ keys, display and select **AutCB**.
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)
3. End your call attempt.
4. After the extension you were calling is next used, your phone will ring and when you answer the other extension is rung. Your phone rings the number of times that has been specified in the Allocated Answer Interval (either for the system, or if there has been an individual one set for your user id). The default is three rings.
5. Press **Exit** if you desire.

To arrange a callback without making a call:

1. Press **Menu** twice.
2. Select **Call**.
3. Enter the extension number (use the top-left display key to backspace).
4. Press ▸ and select **CallB**.
5. Press **Exit**.
6. When that extension becomes free, you phone is rung and if you answer the other extension then rings. Your phone rings the number of times that has been specified in the Allocated Answer Interval (either for the system, or if there has been an individual one set for your user ID). The default is three rings.

Leave a Message in Voicemail

You can leave a message for directly in voicemail for an extension without ringing the extension. This will light that extension message indicator if they have one.

4406D+, 4606D+ and TransTalk MDW 9040 users can leave a message for an extension via the shortcodes. Contact your system Administrator for the appropriate code.

To leave a message directly in voicemail:

1. Press **Menu** twice.
2. Select **Call**.
3. Enter the extension or group number (use the top-left display key to backspace).
4. Press ▸ and select **Vmail**.
5. You should hear the mailbox greeting and then be prompted to leave a message.

Answering Calls

Answer a Call

To answer a call:

1. Your display will show whatever information the system has about the calling party.
2. Press **Spkr** to answer handsfree or pickup the handset.

Internal Auto-Answer

Internal Auto-Answer connects your internal calls after just one ring. This feature also applies when a user is in Headset Mode (See Using Headsets on page 21).

TransTalk MDW 9040 users do not have access to Internal Auto Answer.

To set/cancel internal Auto-Answer:

1. Press **Menu**.
2. Select **HfAns**.
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)
3. Press **Exit**.

Direct Pickup

You can pickup a call ringing at another extension if you know the extension number.

4406D+, 4606D+ and TransTalk MDW 9040 users can pickup a call for an extension via the shortcodes. Contact your system Administrator for the appropriate code or if using the default shortcodes see Answering Call on page 11.

To do a direct pickup:

1. When you here the extension ringing, press **Menu**.
2. Using the ◀ and ▶ keys, display and then select **DpkUp**.
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)
3. Enter the extension number and then select **Done**.
   Note that a DSS key cannot be used to enter the extension number.

Answering a Message Indicator

If another extension has left you a message or you have voicemail, then your ✉ lamp is lit.

Note: If you have voicemail ringback switched on, then whenever you have new messages the voicemail system will ring you after you use the phone.

4406D+, 4606D+ and TransTalk MDW 9040 sets can access their Voicemail Messages by using the shortcode for Voicemail Collect. Contact your system Administrator for the appropriate code or if using the default codes see Voicemail on page34.

To answer a message indication:

1. Press **Menu** twice.
2. Select **Msgs**.
   - A ▼ above **Voice** indicates that you have voicemail messages.
   - A ▼ above **Recvs** indicates that another extension has lit you message indicator. See Leave a Message on page 9. It can also indicate that an IP Office SoftConsole operator has sent you a text message.
3. Select the type of message you want to answer.
4. To check message indicators and text messages, select **Recvs**.
   - The display will show the time, date and caller's extension number. It also shows the message number and total number of messages.
   - Use the ◀ and ▶ keys to move through the stored messages.
   - Press the top-right display key to delete the displayed messages.
5. To check voicemail messages, select **Voice**.
   - The display will show you how many voicemail messages you have in your mailbox. It you are a member of a hunt group that has messages, the hunt group name is also shown. Select the display key for the mailbox you want to check.
   - Follow the prompt to check your messages.
   - For further details see Voicemail on page34.

Answering a Page Call

Other users may page you or a group to which you belong. You will hear the page through your phone handsfree speaker and **Page** is displayed. See Make a Page Call on page 9.

To answer a page and turn it in to a normal call between you and the person doing the paging, press the **Conf** key.

TransTalk MDW 9040 users can make Page Calls, but cannot receive them.

Other Call Controls

Account Codes

You can enter an account code during a call. Some extension may also be required to enter an account code before making a call.

4406D+, 4606D+ and TransTalk MDW 9040 users must enter the account code via a short code. Contact your system Administrator for the appropriate short code.

Note: A list of valid account codes is stored on the system. Contact you System Administrator for a list of account codes which you should use.

To enter an account code:

You can do this before or during a call. If done before you will then hear dial tone at which you can dial the number required.

1. Press **Menu** twice.
2. Select **Func** and then **Acct**.
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)
   The display shows **ENTER ACCOUNT**.
3. Enter the account code to associate with the call and then select **Set**.
4. If **REENTER ACCOUNT** appears then the code was not recognized by the system. Enter a valid code.
5. If already on a call you can now continue the call. If entering the account code before making a call, the display now shows Dial and you should hear dial tone.

Recording a Call

This function is not available on all systems or phones. You must have Voicemail Pro running on the system. If the feature does not work, check with your System Administrator to see what Voicemail Package you are using. The recording is placed in to your voicemail mailbox.

To record a call:

1. During the call, press **Menu** twice.
2. Select **Func** and then **Recor**.

Handsfree Operation

On some models of phone you can make and answer calls handsfree, that is without lifting the handset.

- To switch from handsfree to handset operation pickup the handset.
- To switch from handset to handsfree operation, press **Spkr** and then put down the handset.
- To answer a call handsfree press the **Spkr** key.
- While working handsfree pressing the **Spkr** key again will end the call.
- Note also that whilst using the handset, if you hold a call and don't replace the handset, to answer any call press the **Spkr** key.

Drop a Call

You can use this function to disconnect a caller. This feature can also be used with conferencing - See Conference Calls on page 15.

4406D+ and 4606D+ sets should have a Drop button programmed on the phone. Contact your System Administrator to do this.

To drop a call:

1. Press **Menu** .
2. Select **Drop**.
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)

Or

3. Press **Menu** twice.
4. Select **Func** and then select **Drop**.

Mute a Call

The **Mute** key allows you to s top the caller from hearing you while still allowing you to hear them. While a call is muted, the lamp above the Mute key is on (on the 6400 sets) and flashing (on 4400 and 4600 sets).

On the 4400 sets, when headset mode is active (see Using Headsets on page 21), the Mute button works for the Headset.

Display the Call History

The number shown in the right-hand of the phone display when idle is the number of incoming calls stored in your phone's call history. These are calls that have rung your phone (answered or unanswered) for which a CLI was available. The phone can store the 32 most recent calls.

The redial facility allows you to see a record of the outgoing calls dialed from your phone, see Redial on page 9.

Call History is not available on the 4406D+, 4606D+ and TransTalk MDW 9040 sets.

To display the call history:

1. Press **Menu** twice.
2. Press ▸ and then select **Hist**.
3. The display shows the time, date and number of the caller. Use the ◂ and ▸ keys to display the details of different callers.
4. You can then select to either callback the caller or delete the call from the call history.
   - To delete the call from call history: Select **Delet**.
   - To call the caller: Select **Call**.

Conference Calls

The number of callers that you can have in a conference depends on the telephone system. Contact your System Administrator for details.

Note: The 4600 series telephones cannot add callers to a conference when working handsfree. They can return to handsfree once they have completed adding a call to the conference.

To add another caller to a call or conference:

1. During the existing call or conference, press **Conf** .
2. Dial the other party.
   - If not answered, end the call either by pressing the **Drop or Hold** button, then press **Conf**.
   - When answered, press **Conf** again. Any call that was put on **Hold** is now put into the conference.

To drop a caller from a conference:

Note: If the conference only contains four parties (including yourself), using **Drop** to remove the last caller added will end the whole conference.

1. During the conference, press **Menu** .
2. Using the ◀ and ▶ keys, display and then select **Drop**.
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)

To display calls in a conference:

1. **CONF** on your display indicates that you are in a conference call.
2. Press **Menu** twice.
3. Select **HC&P** (held, conference and parked).
4. The ▼ above **Confs** indicates a conference call. Select **Confs**.
5. Use the ◀ and ▶ keys to see the details of the different callers in the conference.
   - To remove a caller from the conference: Select **Drop**.

Diverting Calls

Switch Divert On

4406D+, 4606D+ and TransTalk MDW 9040 users must use short codes to activate these features.

To set the divert all calls (unconditional) number and modes:

1. Press **Menu** twice.
2. Press ▸ and select **ProgA**.
3. Select **Divrt** .
4. Set the required divert number. Use the left-hand display key to backspace. When you have activated **CFrwd** (see below), the extension number is automatically filled in with the call forwarding number. Select **Next**.
5. Use the display keys to switch **Group** (hunt group) and **Divrt** between **Y** (on) and **N** (off). Diverting group calls is only used when divert all calls is also on. It also only works for calls to circular or linear groups.
6. Select **Done**.
7. Press **Exit**.

To set the divert on busy/no answer number and modes:

1. Press **Menu** twice.
2. Press ▸ and select **ProgA**.
3. Select **OnBsy**.
4. Set the required divert number. Use the left-hand display key to backspace. Select **Next**.
5. Use the display keys to switch **OnBsy** (busy) and **NoAns** (no answer) between **Y** (on) and **N** (off).
6. Select **Done**.
7. Press **Exit**.

Call Forwarding

You can forward you calls to another extension. While forwarding your calls your phone will display a ***D*** in the top-right of the display. If the station that you are forwarding calls to also has forwarding active, your call will go to the final destination.

To set call forwarding:

1. Press **Menu**.
2. Using the ◂ and ▸ keys, display and then select **CFrwd**.
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)
3. Set the required divert number. Use the left-hand display key to backspace. When you have activated **Divert** (see above), the forward number is automatically filled in with the Divert number. Then select **Done**.
4. Press **Exit**.

To clear call forwarding:

1. Press **Menu**.
2. Using the ◂ and ▸ keys, display and then select **CFrwd**.
3. Press **Exit**.

Send All Calls (Do Not Disturb)

When on, all your callers either hear busy tone or are diverted to voicemail if installed. The System Administrator can setup a list of exception numbers for you who can still call you during Do Not Disturb.

4406D+and 4606D+ users can activate this feature via a short code or programmed button.

TransTalk MDW 9040 users activate this via a short code.

To switch send all calls on/off:

1. Press **Menu**.
2. Using the ◀ and ▶ keys, display and then select **SAC.**
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)
   A ▼ above it indicates it is on.
3. Press **Exit**.

Setting Absence Text

You can set some absence text that then appears on your phone's display. The same text is also shown on other extension with suitable displays when they call you.

Setting an absence text does not redirect your calls in any way, that must be done using Call Forwarding, Divert or Do not Disturb.

4406D+, 4606D+ and TransTalk MDW 9040 users can activate this feature via a shortcode.

To set your absence text:

1. Press **Menu** twice.
2. Press ▶ and select **ProgA**.
3. Select **Absnt**.
4. To select an absence text select **CHNGE**.
5. When the text required is shown select **DONE**.
6. If you want some personal text to accompany your chosen message, select **EDIT**, otherwise select **NONE**.
7. If you chose to have some personal, use the dialing keys and **Rotat** to enter characters. For example, to enter an L press the 5 key and then press **Rotat** until an ***L*** is displayed. When the text is as you require press **Done**. You can use the top-left display key to backspace.
8. To display the message select **SET**.
9. Press **Exit**.

To clear your absence text:

1. Repeat the process above but select **Clear** when available.

Hold, Park & Transfer

Parking Calls

You can park a call or several calls. You are then free to make and receive other calls. You can also arrange for the parked call to be retrieved by another extension.

Note that the system only allows calls to be parked for a short while before reconnecting them, the default setting is 5 minutes.

When you park a call it is given number based on your extension number followed by 0. If you now park another call that is given your extension number followed by 1. If you inform another extension of the number given to a parked call, they can then unpark that call (see below).

4406D+, 4606D+ and TransTalk MDW 9040 users can use the short code or a programmed button for this operation.

To Park a Call

1. During a call, press **Menu** .
2. Using the ◀ and ▶ keys, display and then select **Cpark**.
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)
   The caller is parked and your phone displays a **P** as a reminder.

Or

3. During a call, press **Menu** twice.
4. Select **Func** and then select **CPark**. The caller is parked and your phone displays a **P** as a reminder.

To Retrieve the Parked Call at Your Extension

1. Press **Menu** .
2. Using the ◀ and ▶ keys, display and then select **CPark**.
3. The display shows the parked calls as your extension number plus a number for the order in which it was parked. For example, for extension 206, the first parked call is 2060, the next parked call is 2061.
4. Select the call to unpark.

Or

5. Press **Menu** twice.
6. Select **Func** and then select **CPark**.
7. The display shows the parked calls as your extension number plus a number for the order in which it was parked. For example, for extension 206, the first parked call is 2060, the next parked call is 2061.
   Select the call to unpark.

To Retrieve a Parked Call at Another Extension

1. At any extension on the system, dial ***38*N#** where ***N*** is the number that was assigned to the parked call (usually the parking extension number followed by 0) of the parked call.
   - For example: To unpark the first call parked by 206, dial ***38*2060#**.

To Display Parked Calls

1. A **P** on your display indicates that you have a parked call.
2. Press **Menu** twice.
3. Select **HC&P** (held, conference and parked).
4. The ▼ above **Parks** indicates that there are parked calls. Select **Parks**.
5. The displays show the parked calls using the number assigned to each parked call.
6. To unpark a particular call, press the display key under the parked call.

Holding Calls

The system automatically reconnects held calls after a set period, the default setting is 2 minutes.

To display held calls:

1. An **H** on your display indicates that you have a held call.
2. Press **Menu** twice.
3. Select **HC&P** (held, conference and parked).
4. The ▼ above **Helds** indicates that there are held calls. Select **Helds**.
5. If you have several held calls you can use the ◄ and ► keys to the details of the different held calls.
   - To clear a held call: Select **Drop**.
   - To reconnect a held call: Select **Pickup**.

Transfer a Call

To transfer a call:

1. During the call, press **Trnsfr**. The call is put on hold.
2. Dial the number to which you want to transfer the call.
   - If the extension doesn't answer or doesn't want the call press the call appearance button to return to the original call.
   - If the extension answers and will accept the transfer press **Transfr** again.
   - To do a blind transfer, hang up the call or hit the transfer button again.

Phone Controls

Display the Date and Time

You can change your phone display to show the date and time. This uses the **TmDay** function. Note that this function overwrites all other display information.

TransTalk MDW 9040 users do not have access to this feature.

To set/cancel date and time display:

1. Press **Menu**.
2. Using the ◀ and ▶ keys, display and select **TmDay**.
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)

Call Timer

You can run a call timer. If you start the timer before making a call, it will reset to zero when you dial and again when you are connected.

Note that after ending a caller the timer is switched off.

TransTalk MDW 9040 users do not have access to this feature.

To start the call timer:

1. Press **Menu**.

   Select **Timer**.
   (This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)

Display Call Information

You can display information about which number another extension is calling.

To display call information:

1. Press **Menu** twice.
2. Select **Call**.
3. Enter the extension or group number (use the top-left display key to backspace).
4. Press ▶ and select **Listen**.
5. Press **Exit**.

Changing the Volume

You can alter the volume of the handsfree speaker, the handset speaker and the ringer.

To change the ringer volume:

1. Without lift the handset, press the either end of the volume button. Use either end of the button to adjust the volume.

To change the speaker volume:

1. Lift the handset to adjust handset volume or press **Spkr** to adjust the handsfree volume.
2. Press the either end of the **Volume** key. Use either end of the button to adjust the volume up ▲ or down ▼.

Changing the Ringer Sound

This feature is available on the 6400 series phones only. You can select the type of ring that your phone uses.

To change the ringer sound:

(This feature can also be set under a DSS key, see Programming Functions Against DSS Keys on page 26.)

1. Without lift the handset, press **Conf**.
2. You will hear a ring. Press **Conf** again to hear another ring type.
3. Repeat pressing **Conf** until you hear the ring that you want. Wait until you hear a ring again and then a tone. The ring is now saved.

Using Headsets

Using headsets is documented separately. Refer to your System Administrator.

Hot Desking

Hot desking is the ability to log on at any phone on the system and have that phone adopt your user settings until you log off. You cannot use hot desking unless the System Administrator has allocated you as a hot desking user. Note that this is only available when you have a defined password.

To Log On:

1. Press **Menu** twice.
2. Press ▸ and then select **Hdesk**.
3. Select **LogOn**.
4. Enter your extension number and then select **Next**.
5. Enter your password and then select **Done**.

To Log Off:

1. Press **Menu** twice.
2. Press ▸ and then select **Hdesk**.
3. Select **LogOff**.
4. The phone will now display **NoUser**.

Group Enable/Disable

You can enable or disable your group membership. Enabling your membership means that you are available for calls.

4406D+ sets must use the short codes.

To switch send all calls on/off:

1. Press **Menu** twice.
2. Using the ◂ and ▸ keys, display and then select **Group.** A ▼ above it indicates group membership is enabled.

Press **Exit**.

Lock/Unlock the Phone

While locked the phone displays a **B** and can only make internal calls to other extension. Attempts to make other calls display **CALL BARRED**.

To lock/unlock the phone:

1. Press **Menu** twice.
2. Press ▸ and select **ProgA**.
3. Select **Bar**.
4. Select **Change** to switch the phone between locked and unlocked, then select **Done**.
5. Press **Exit**.

Change the Login Code

This changes the user's Login Code, used for functions such as Hot Desking (see Hot Desking on page 22).

To set your phone password:

1. Press **Menu** twice.
2. Press ▸ and select **ProgA**.
3. Select **Pswd**.
4. Enter the existing password if requested and press **Done**.
5. Enter the new password and then press **Done**.
6. Press **Exit**.

Change the Extension Name

This changes the full name stored by the telephone system. The full name is used within the directory function and by the PhoneManager application. It does not change the name shown when making and receiving calls.

To change your extension name:

1. Press **Menu** twice.
2. Press ▸ and select **ProgA**.
3. Press ▸ and select **Name**.
4. Enter the new name. Use the dialing keys and **Rotat** to enter characters. For example, to enter an L press the 5 key and then press **Rotat** until an ***L*** is displayed. You can use the top-left display key to backspace.
5. When the text is as you require press **Done**.
6. Press **Exit**.

Change the Phone Language

This will change the language used in the phone's display. On some voicemail systems it will also change the language of the voicemail prompts played when you collect your messages.

To change your phone language:

1. Press **Menu** twice.
2. Press ▸ and select **ProgA**.
3. Press ▸ and select **Lang**.
4. Use the ◂ and ▸ keys to display the different language options. **DEFAULT** is the system's default language.
5. When the text is as you require press **Done**.
6. Press **Exit**.

Changing the System Date and Time

One phone with a Menu key can be allocated as a "System Phone" by the System Administrator. The user of that phone can then change the date and time displayed on all phones.

Note: There will be a short delay before some telephones will update their displayed date and time.

To change the date/time:

1. Press **Menu** twice.
2. Select **Func**.
3. Press ▸ and select **Setup**.
4. Select either **Date** or **Time**.
5. Enter the new value. Use the ***** key to enter a **:** in times. Use the **#** key to enter a **/** in dates.
6. After entering the new date or time, select **Done**.
7. Press **Exit**.

DSS Key Functions

Overview

You can program many of the phone's functions to a DSS key. You can also program dialing digits or user, group and park slot numbers.

- **4406D+, 4606D+ and TransTalk MDW 9040 Telephone:**
  The DSS keys on the 4406D+, 4606D+ and TransTalk MDW 9040 can only be programmed through the Manager Application. Contact your System Administrator.
- **4450 DSS module:**
  The buttons of the 4450 DSS module are programmed via the station to which the 4450 is connected. A user can program a button on the 4450 in the same manner that they would a button on their phone. In the following sections, the "DSS key" can either be a button on the actual station, or a button on the 4450 DSS module.

Storing Abbreviated Dialing Under a DSS Key

Each DSS key can be programmed with the number that you would normally dial. Typically you would use this for an external number or a system or personal short code, consult your System Administrator for a list of shortcodes.

To store digits under a DSS key

1. Press **Menu** .
2. Using the ◂ and ▸ keys, display and then select **Prog**.
3. Press the required DSS key.
4. Enter the number to store.
   Note: You can store partial strings as after pressing the DSS key you can dial further digits, e.g. you could store an international dial prefix for all calls to a particular country.
5. Select **Done**.
6. Select another DSS key or press **Exit** .

Or

1. Press **Menu** .
2. Using the ◂ and ▸ keys, display and then select **Admin**
3. Use the ◂ and ▸ keys to select **AD.**
4. Enter the number to store. Note: You can store partial strings as after pressing the DSS key you can dial further digits, e.g. you could store an international dial prefix for all calls to a particular country.
5. Press the required DSS key.
6. Select **Done**.
7. Select another DSS key or press **Exit** .

Programming Functions Against DSS Keys

Most of the functions normally accessed by pressing **Menu** can also be programmed under a DSS key. This allows faster access to regularly used functions. These features are available for you to program using the **Admin** or **ProgA** features (under **Menu** on your telephone).

The table below lists the menu of user programmable features available for **Admin** and **ProgA** respectively.

The menu of programmable functions that is available via the **Admin** key. See Programming Using the Admin Menu on page 27 for instructions on how to program these functions.

Name	Description	Toggles	Data
Acct	Account Code Entry	No	Optional
AD	Abbreviated Dial	No	Yes
Admin	Self-Administer	No	No
AutCB	Automatic Callback	Yes	No
CFrwd	Call Forwarding All	Yes	Optional
CPark	Call Park	Yes	Optional
CPkUp	Call Pickup	No	No
Dir	directory	No	No
DPkUp	Directed Call Pickup	No	Yes
Drop	Drop	No	No
GrpPg	Group Paging	No	Yes
HdSet	Headset Toggle	Yes	No
HfAns	Internal Auto-Answer	Yes	No
HGNS+	Set Hunt Group Night Service	Yes	Yes
Park	Call Park to Other Extension	No	Yes
Prog	Abbreviate Dial Program	No	Yes
RngOf	Ringer Off	Yes	No
SAC	Send All Calls	Yes	No
Spres	AD Suppress	Yes	No
Timer	Timer	Yes	No
TmDay	Time of Day	Yes	No

The menu of programmable functions that is available via the **ProgA** key. See Programming Using the ProgA Menu on page 31 for instructions on how to program these functions.

Name	Description	Toggles	Data
Park	Park	No	Yes
User	User	No	Yes
Group	Group	No	Yes
Number	Dial	No	Yes

Programming Using the Admin Menu

To add a function to a DSS key using Admin:

1. Press **Menu**.
2. Using the ◀ and ▶ keys, display and then select **Admin**. Use the ◀ and ▶ keys to display the function you want and then press the key below that function. Selecting **Expl?** explains the function names.
   - For a list of the available functions see below and for details of the functions see Programming Functions Against DSS Keys on page 26 on page and **Error! Reference source not found.** on page **Error! Bookmark not defined.**.
3. If the function requires a parameter such as an extension or group number, you can enter it now. If you don't enter a parameter, it will be requested when you press the DSS key during usage.
4. Press the DSS key against which you want the function programmed.
   - If the key is already programmed you will see options to **Repla**, **Keep** or **Delete**. Select the option required.
5. Select **Cont**.
6. Either select another function and program another DSS key or press **Exit**.

To remove a function from a DSS key using Admin:

1. Press **Menu**.
2. Using the ◀ and ▶ keys, display and then select **Admin**.
3. Press the DSS key against which the function is programmed.
4. Press the key below **Clear** and then press the DSS key again.
5. Select **Delet** to remove the function.
6. Press the key below **Cont**.
7. Either select another function to program another key or press **Exit**.

Admin Functions

The following can be programmed against a DSS key via the **Admin** function (see Programming Functions Against DSS Keys on page 26.

Acct

Make a call using an account code or enter an account code during a call. This function can be programmed with or without data.

Note: Any account code entered must match a valid code stored on the telephone system. If a matching code does not exist, **RENTER ACCOUNT** is displayed when the DSS key is used.

If programmed without an account code, the telephone user is able to enter the code to use after pressing the DSS key.

AD

Dial a stored number. This function requires entry of a number to dial when programmed. The number does not have to be a complete number, after pressing the DSS key the user can dial additional digits to complete dialing.

Admin

Allows the programming of the functions in this section against other DSS keys. This function can be programmed with or without data.

If programmed without data see Programming Functions Against DSS Keys on page 26.

If programmed with a value of 1, see Programming Using the ProgA Menu on page 31.

Apear

Set a DSS key to act as an additional call appearance key. For users with call waiting enabled or using call coverage this allows them to handle multiple calls, holding and switching between calls using call appearance keys. This function does not require any data entered when programmed.

AutoCB

Sets a callback when free on a called busy extension and a callback when next used on a called but unanswered extension. This function does not require any data entered when programmed. When a callback is set the appropriate DSS key lamp is lit. The DSS key can be pressed again to cancel the callback.

[break]

CFrwd

Switch call forwarding on/off and set the forwarding number. This function can be programmed with or without a target forwarding number.

If programmed with a forwarding number, pressing the appropriate DSS key switches forwarding to that number on.

If programmed without a forwarding number, pressing the appropriate DSS key prompts the user to set a forwarding number and then switch call forwarding to that number on.

In both cases, while call forwarding in on the appropriate DSS key lamp is lit and pressing the DSS key again switches call forwarding off.

CPark
Park the current call. This function can be programmed with or without a park slot number.

If programmed with a park slot number, pressing the appropriate DSS key will park/unpark calls from that park slot. The DSS key lamp is lit when a call is parked in that park slot.

If programmed without a park slot number, calls being parked are assigned a number based on the parking telephone's extension number plus 0, 1, 2 etc. in sequence. Whilst the user has parked calls the DSS key lamp is lit. Pressing the key while not on a call will display the parked calls and allow any of those calls to be unparked.

In all cases, calls parked by a user will recall that user if not unparked after a set delay.

CPkup
Answer a call ringing elsewhere on the telephone system. This function does not require any data entered when programmed. Pressing the programmed DSS key will answer (pickup) a call currently ringing on the telephone system.

Note: We recommend that this function is only used in systems with a small number of users all located in one area. Use of this function on larger systems may lead to confusion.

Dir
Access the telephone system directory (see Using the Directory on page 8. This function does not require any data entered when programmed.

DPkup
Answer a call currently ringing at another extension or group. This function can be programmed with or without a target extension or group number. If programmed without a target number, the number should be dialed after pressing the DSS key.

Drop
Clears the current connected call. Temporarily pauses the ringing of an incoming call. This function does not require any data entered when programmed.

[break]

GrpPg
Page a group. Those phones in the group that support handsfree auto-answer will hear the page call without having to take any action. This function can be programmed with or without a target group number.

If programmed without a target group number, the group number should be dialed after pressing the programmed DSS key.

HdSet
Activate headset mode. This function does not require any data entered when programmed. When this function is on, the appropriate DSS key lamp is lit.

Hfans
Sets the phone to auto-answer internal calls after a single ring. This function does not require any data entered when programmed. When on the appropriate DSS key lamp is lit.

HGNS+
Put a specified hunt group into night service mode. This function requires entry of the hunt group number when programmed.

Park
Park a call against another extension. This function can be programmed with or without a target extension number.

If programmed with a target extension number, pressing the DSS key when on a call will park that call against the target extension number.

If programmed without a target extension number, pressing the DSS key when on a call allows entry of a target extension number before parking the call against that extension.

The parked call indication received at the target extension will depend on the phone type. If the call remains parked for too long it will ring at the target extension.

Prog
Program and relabel the default softkey functions. Program a telephone number to dial against a DSS key (see Storing Abbreviated Dialing Under a DSS Key on page 25.

RngOf
Switches the phones audible ringer on/off. This function does not require any data entered when programmed. The appropriate DSS key lamp is lit whilst this function is on. Pressing the DSS key again turns the function off.

SAC
Switches do not disturb on/off. This function does not require any data entered when programmed.

When on, the appropriate DSS key lamp is lit and ***N*** is shown on the display. All caller's receive busy tone or are diverted to the user's voicemail if enabled. Pressing the DSS key again switches off do not disturb.

Spres
Replace the display of dialed digits with ***s*** characters. This function does not require any data entered when programmed. When this function is on, the appropriate DSS key lamp is lit.

Timer
Starts a timer running on the phone's display. This function does not require any data entered when programmed. The timer is reset whenever a new call is made or answered. When timer mode is selected the appropriate DSS key lamp is lit.

TmDay
Replaces the user name and number details on the phone display with the date and time. This function does not require any data entered when programmed.

When on the appropriate DSS key lamp is lit.

Programming Using the ProgA Menu

The following functions provide both number storage plus additional functions and DSS key lamp usage.

To store user, park slot and queue numbers under a DSS key:.

1. Press **Menu** twice.
2. Press ▸ and select **ProgA**.
3. Press ▸ and select **DSS**.
4. The options shown are **Park**, **User**, **Group** and **Dial**.
   - **Park:**
     Monitor a call park slot by entering the slot number (the extension number followed by a single digit). When a call is parked in that slot the DSS key flashes. If you press the key you have options to **Drop** or **Answr** the call.
   - **User:**
     Monitor another extension. If the extension is ringing the lamp flashes and when you press the DSS key you can see details of the caller and have a **DPkUp** option to answer the call yourself. When the lamp is on the extension is busy and pressing the DSS key display information about any call in progress.
   - **Group:**
     Monitor the status of a hunt group queue. Flashes green is a call is incoming to the group. Flashes red if the group has queued calls. Press the key to show call information, press the key again to pickup a call.
   - **Dial:**
     This is similar Storing a general number but the DSS lamp remains lit until the call is disconnected.
5. Enter the number to store under the key (the park slot, user, group or dial number). Use the left-hand display key to backspace.
6. Press the DSS key under which you want to store the function.
   - If the DSS key is already set you will see options to Replace, Keep or Delete the existing function. Select the option required.
7. When **BUTTON PROGRAMMED** is shown select **Cont**.
8. Press **Exit**.

System Features

Introduction

As well as your phones specific features, you can access a number of system features by dialing short codes.

These instructions are for the system's default configuration. They assume that you are using the default feature codes. It also assumes that you have full access to all features and the public telephone network. Users with stations that do not have the **Menu** button (4406D+, 4606D+ and TransTalk MDW 9040) must activate features (those requiring additional numbers - that is external number, Hunt Group) via the shortcodes.

Making Calls

Internal Calls: To make a call to another extension, simply dial the number. If the number is busy, you can use *Ring Back When Free* as below:

1. Dial any digit and hang up.
2. When the extension you called is free, your phone will ring (a burst of three rings).
3. Lift the handset and the extension is called automatically.

External calls: To make an external call, either dial the number (prefixed by the access code if required) or use a *speed dial* code (contact your system manager for a list of your speed codes).

If you hear busy tone while dialing, then the call may be barred. Your system manager can bar certain calls, such as those to premium rate numbers and international calls.

Answering Calls

Ringing at your own extension: Simply pick up the handset; internal calls have a single ring cadence, external calls have a double ring cadence. When in headset mode, press the button associated with the alerting call.

Ringing at another extension: You can answer from your own phone by using *Call Pick-Up*; lift your handset and dial:

- ***30** to answer a call ringing anywhere.
- ***31** to answer a call within your group.
- ***32*201#** to answer the call for a particular extension, in this example 201.

Note that if your phone rings for any longer than a specified period (15 seconds in default), any re-direction feature that you have activated, such as voicemail or call forwarding, will come in to effect.

Call Waiting

Call Waiting tells you if another call arrives while you are already making a call by making providing call waiting tone. If you hear the Call Waiting signal, use **HOLD** to put the present caller on hold, press the Call Appearance button (of the alerting call) or **HOLD** again to connect to the alerting call.

To turn call waiting on use the code ***15**; to turn it off use ***16**.

Call Forwarding

Your calls can be forwarded to another extension or an external number either when you are away from your desk (on no answer), when your extension is busy, and all calls (for example when you go on holiday).

- To switch forward **direct station (i.e. not Hunt Group) calls** on dial ***01**, to switch it off dial ***02**.
- To switch forward on busy on dial ***03**, to switch it off dial ***04**.
- To switch forward on no answer on dial ***05**, to switch it off dial ***06**.
- To set the number to which your calls are forwarded dial ***07*201#**, forwarding to 201 in this example.

Note: Your System Administrator may have configured a forwarding number on your behalf; if so, by using the star code from your extension, you over-ride the configured number. *Forwarding on No Answer* is not effective if you are using voicemail.

Diverting Calls

You can divert your calls to another extension. In the examples below ***N*** is the extension to which you want your calls diverted. Note that, if you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

At another extension:

- ***12*N#** from the extension you are temporarily using.
- ***13*N#** to re-direct the calls back to your own extension, before you return to it.

At your own extension:

- ***14*N#** from your own extension.
- ***14*#** to cancel either feature from your own extension.

Do Not Disturb

You may choose to receive no calls at all or only those from particular callers on your exceptions list:

- To switch Do Not Disturb on (with or without exceptions) dial ***08**, to switch it off dial ***09**.
- ***10*N#** to add a number to the exception list.
- ***11*N# to** delete a number from the exception list.

Note: Your callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.

Voicemail

Note that not all systems support voicemail or have voicemail installed.

- To switch voicemail on dial ***18**, to switch it off dial ***19**.
- To retrieve your voicemail, use the code ***17**.

Note also that your voicemail may be set up to deliver your messages by calling you whenever you hang up: this feature is known as Voicemail Ringback.

- To turn Voicemail Ringback on dial ***48**; to turn it off dial ***49**.

Dialing a number while listening to your messages invokes further facilities:

Once messages have been delivered, they are held on the system for 24 hours.

You can collect your voicemail from another extension by using the PIN your System Administrator has set up for you. You can collect your messages if you are out of the office, by either dialing from a number that has been registered for the purpose or by dialing your extension number and PIN when prompted. If validation is successful, then dial **1** to retrieve your mail.

The System Administrator also specifies the reception number, to which the call is diverted if the caller dials **0**, and your email address if your voicemail and email are integrated.

The System Administrator

The system enables you set up a wide range of advanced telephony features, with your own numbering plan, speed dialing and feature codes. It also allows you to restrict access, selectively, to certain numbers for external calls and to permit controlled access to your local network for staff working away from your premises.

Codes and phone numbers can be set up for the benefit of all users or can be assigned to individual extensions. Codes for speed dialing may be up to eight digits and may include the ***** and **#** symbols. The default feature codes can be deleted and replaced by alternatives if required.

In use, phone numbers programmed for individual extensions take precedence over general ones, and those entered at extensions take overall precedence; these remain in force until cancelled by the user or when the system is re-booted.

Default Speed Dial and Feature Codes

Your System Administrator can set up Speed Dial codes for frequently used numbers. These can be full numbers, area codes or prefixes, which give access to other telephone service providers.

*00	Cancel All Forwarding	*32*N#	Call Pick Up Extension
*01	Forward Unconditionally On	*33*N#	Call Queue
*02	Forward Unconditionally Off	*34	Hold Music
*03	Forward on Busy On	*35*N#	Extn Login
*04	Forward on Busy Off	*36*N#	Extn Logout
*05	Forward on No Answer On	*37*N#	Park Call
*06	Forward on No Answer Off	*38*N#	Ride Call
*07*N#	Forward to number	*39	Relay On
*08	Do Not Disturb On	*40	Relay Off
*09	Do Not Disturb Off	*41	Relay Pulse
*10*N#	Do Not Disturb Exception Add	*42	Relay On
*11*N#	Do Not Disturb Exception Delete	*43	Relay Off
*12*N#	Follow Me Here	*44	Relay Pulse
*13*N#	Follow Me Here Cancel	*45*N#	Call Steel
*14*N#	Follow Me To	*46	Call Steel
*15	Call Waiting On	*47	Conference Add
*16	Call Waiting Off	*48	Voicemail Ringback On
*17	Voicemail Collect	*49	Voicemail Ringback Off
*18	Voicemail On	*50	Forward Hunt Group Calls On
*19	Voicemail Off	*51	Forward Hunt Group Calls Off
*20*N#	Set Hunt Group Night Service	*52	Clear Call
*21*N#	Clear Hunt Group Night Service	*53*N#	Call Pickup Members
*29	Toggle Calls	*57*N#	Forward on busy number
*30	Call Pick Up Any	*70*N#	Dial Physical Extn by Number
*31	Call Pick Up Group	*71*N#	Dial Physical Extn by ID

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